

**MAY 10 2005**

**GUADAGNO**

**PATENT APPLICATION**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re U.S. Patent Application )  
Applicant: Guadagno et al. )  
Serial No. 09/920,025 )  
Filed: August 1, 2001 )  
For: DIALOG FACILITATION SYSTEM )  
Art Unit: 2154 )  
Examiner: WEN TAI LIN )

*I hereby certify that this paper is being transmitted via  
facsimile to: The Commissioner for Patents, U.S. Patent  
and Trademark Office, (703) 872-9306 on the date  
below.*

May 10, 2005  
Date

*[Signature]*  
Registration No. 41,017  
Attorney for Applicant

**AMENDMENT A**

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
Post Office Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the office action mailed January 12, 2005, please amend the  
Application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2  
of this paper.

Remarks begin on page 14 of this paper.